

USPS Report on PRC Rate and Service Inquiries for December 2012

The Postal Regulatory Commission referred 72 inquiries to the Postal Service in December. Customers received responses on average within 13 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (48) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (14) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (10) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Redelivery General Information

If a **PS Form 3849, *Delivery Attempt Notice***, was received, there are 3 main ways that customers can retrieve their mail:

1. Schedule a Redelivery via telephone by calling **1-800-ASK-USPS (1-800-275-8777)**
2. Use the [online Redelivery service](#) to arrange for mail to be redelivered
3. Have the mail held at your [local Post Office™](#) so it can be picked up later.

Note: You must present photo ID if you choose to pick up your mail item at your local Post Office. You also need to bring in the peach colored *PS Form 3849* left by the Carrier.

• Policies for Different Types of Mail

- **Express Mail®:**
 - If the letter carrier cannot deliver the item, they will leave a *PS Form 3849, Delivery Attempt Notice* (there are **no** automatic redelivery attempts made after the first attempt for Express Mail). If the customer does not schedule a Redelivery or does not visit their local Post Office™ to retrieve the item, a second *PS Form 3849* will be left on the 3rd calendar day after the initial attempt.
 - If you do not pick up the item from the item from the Post Office or schedule a Redelivery by the close of business **five (5)** calendar days from the first attempted delivery, the Express Mail item will be returned to the sender.
- **Ordinary Mailpiece (item with no extra services):**
 - When someone is normally available to receive parcels, but an ordinary parcel (i.e., a parcel without any extra services) cannot be delivered on the carrier's first attempt, a second delivery attempt is made the next working day and no *PS Form 3849* is left on the initial attempt. If the parcel cannot be

delivered on the second attempt, *PS Form 3849* is left at the address showing that the parcel is being held.

- If no one is available to receive the parcel and the carrier knows that someone at the address is not usually available to receive parcels, *PS Form 3849* is completed and left after the first attempt. When it is not known if someone is usually available to receive parcels, *PS Form 3849* is left after the first attempt. Additional attempts are made only at the customer's request.
- **Accountable Mail (item requiring a signature):**
 - If no one is available when the delivery is attempted the first time, the letter-carrier will leave a *PS Form 3849, Delivery Attempt Notice*.
 - This form notifies the addressee that an article is being held for them at the Post Office and will be available for pick-up the following business day.
 - The addressee also has the option to have the item redelivered; ***it will not be done automatically.***
 - Five days after the first notice is left, a second delivery notice will be left.
 - This item will be held for a number of days based on the specific service (usually 15 days).
 - If it is not claimed, the item will be returned to the sender.

- **Is there a cost for Redelivery?**

Currently, Redelivery service is available at no charge.

- **Where is Redelivery service available?**

Redelivery service is available in a many areas nationwide. To check the availability of service in your area, enter your contact information; name, address, phone number, and email address on our Redelivery Service page [online](#) and click "Check Availability".

- **Is Redelivery available to a different address?**

No. Redelivery service requests cannot be accepted for an address other than the original address noted on your peach colored *PS Form 3849, Delivery Attempt Notice*. Mail items will be delivered only to the original address noted on the form.

- **Redelivery scheduled and no one arrived**

If your mailpiece was not redelivered as you requested, call **1-800-ASK-USPS (1-800-275-8777)** and our Customer Support Representatives will assist you.